

*Massachusetts Department
of Mental Retardation*

Annual Report
July 1, 2001 — June 30, 2002

Commonwealth of Massachusetts

Mitt Romney, *Governor*

Kerry Healey, *Lieutenant Governor*

Executive Office of Health and Human Services

Ronald Preston, *Secretary*

Department of Mental Retardation

Gerald J. Morrissey, Jr., *Commissioner*

The Department of Mental Retardation is a state agency within the Executive Office of Health and Human Services that provides a wide range of services and supports to Massachusetts' citizens with mental retardation.

Every day, DMR provides these supports to **31,718** people. Their level of disability may require assistance in job placement, transportation, or residential services, or more intense levels of treatment, monitoring or care. DMR provides these services through facility and community based state operated programs and by contracting with **257** private provider agencies across the state.

DMR strives to provide support services in safe and healthy environments and promotes the creation of opportunities for people with disabilities to become fully integrated participants in their communities. It promotes individual development and encourages family involvement, and emphasizes consumer and family involvement in the decision making process.

Department of Mental Retardation Annual Report July 1, 2001 – June 30, 2002



*Summer intern Alyssa Bartasha, (l.),
with Melodie Fairclough at the
Glavin Regional Center in Shrewsbury*

Fiscal Year 2002 (FY02) was a difficult year for all Americans. From the tragic events of 9/11 to the downturn in economic prosperity, it was a time to reflect, refocus, and move forward.

The Massachusetts Department of Mental Retardation (DMR) adapted to these challenging times and managed significant change and growth by providing high quality supports and services to more than **31,718** individuals with mental retardation and their families.

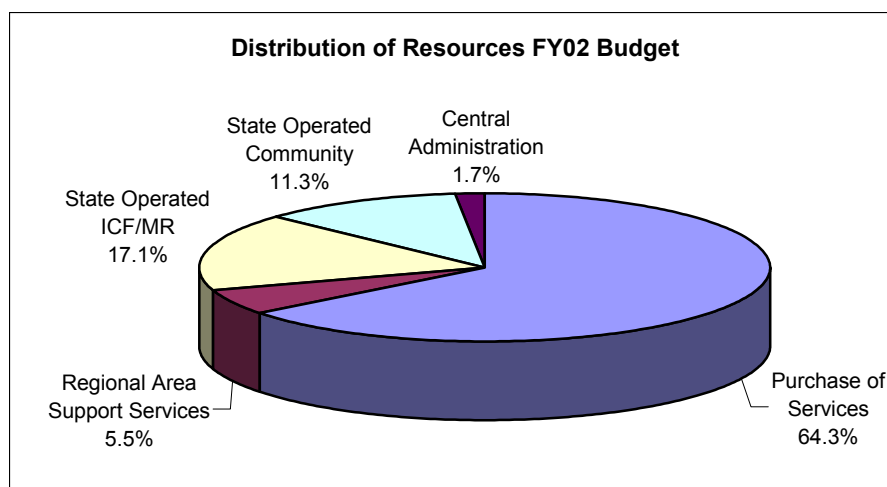
In FY02, more individuals and families than ever before received services. DMR offered a wide range of innovative supports. The agency continued to do a better job of tracking federal dollars to bring more revenue into the

Commonwealth. DMR's workforce is better trained and more diversified. DMR has created and fostered greater linkages and partnerships with provider agencies, law enforcement, communities, and the state to enhance the acceptance of people with mental retardation and their families so they can lead more complete lives.

The DMR community is a dynamic system of dedicated and caring professionals, six developmental centers, five regional and 24 area offices, 257 provider organizations, vibrant advocacy organizations, self-advocates, and community activists. This partnership works together to ensure that individuals with mental retardation and their families receive the necessary supports to meet their needs.

Growth in Services

Over the last decade, the number of individuals with mental retardation receiving support services has increased by **34%**. In FY02, there were **31,718** individuals receiving services. A portion of this growth has been in expanded support services to multicultural families and children.



DMR budget for FY02 was **\$968.5** million. A significant portion of this budget (**\$364.6** million) was funded with federal dollars through the Medicaid program.

The majority of people with mental retardation live with their families, but an increasing number live in community residences that include small homes located across the state. In FY02, there were **9,015** people living in community residential programs. There are now more than **1,890** 24-hour state and provider managed homes across the state. More independent individuals live in their own apartment with some support, and there are instances where individuals have even purchased their own homes.

Family Support and Community Partnerships

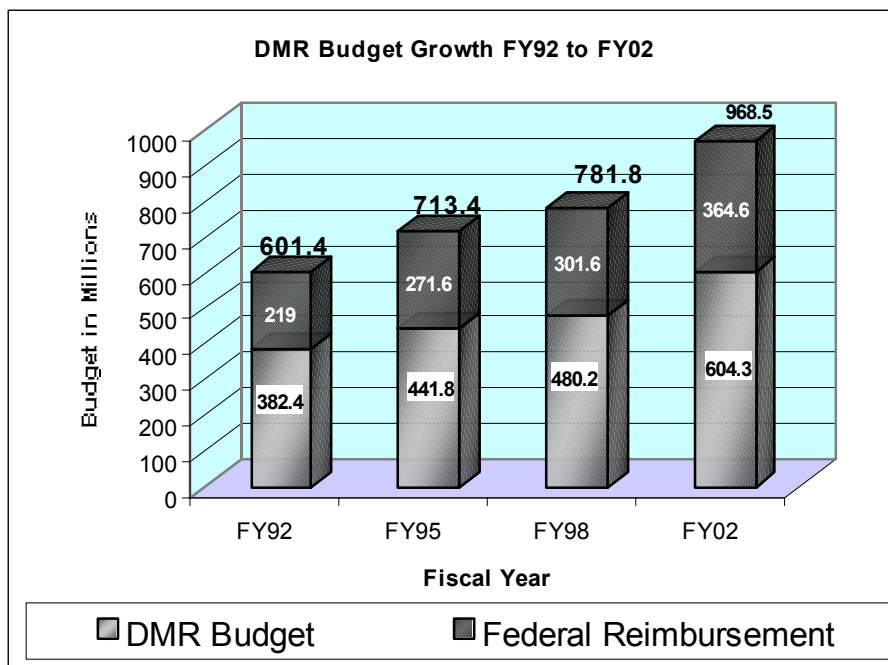
DMR continued to see significant growth in bringing families who have children with mental retardation into the system. There were **13,957** families that received support in FY02.

The partnership that DMR has forged with individuals with mental retardation and their families has increased empowerment. Groups like the Mass Families Organizing for Change have formed with DMR's support to share information, ideas and common concerns, network, and work in partnership with the DMR to improve the lives of all citizens with disabilities. Self-advocacy groups managed by individuals with mental retardation such as the Massachusetts Advocates Standing Strong, (M.A.S.S.) have also been established and have grown. Over the last decade, DMR's advisory boards on the state, regional, and area levels have been energized and refocused.

DMR has also reached out to form stronger partnerships with the provider community starting ongoing summits to address and solve concerns. Similarly, DMR has reached out to communities and businesses to promote understanding and acceptance so that people with mental retardation have increased opportunities to find good jobs, social and recreational opportunities and the best chance to lead a normal life. In FY02, **6,202** individuals spent some part of their work experience in jobs in the community.

Federal Home and Community Based Services Waiver

Several times over the last decade, DMR has been successful in expanding the Federal Medicaid Home and Community Based Services Waiver. This program covers individuals 18 years and older with mental retardation and children under the age of 18 who have a developmental disability. It offers a comprehensive array of home and community-based services that are designed to support people in the community and thus prevent institutionalization.



The Department operates this Medicaid waiver program under a five-year approval granted by the federal government. Ten years ago, **2,800** individuals were served through this program. Today, more than **11,000** adults are being served.



*Bethany Olivera,
from Fairhaven*

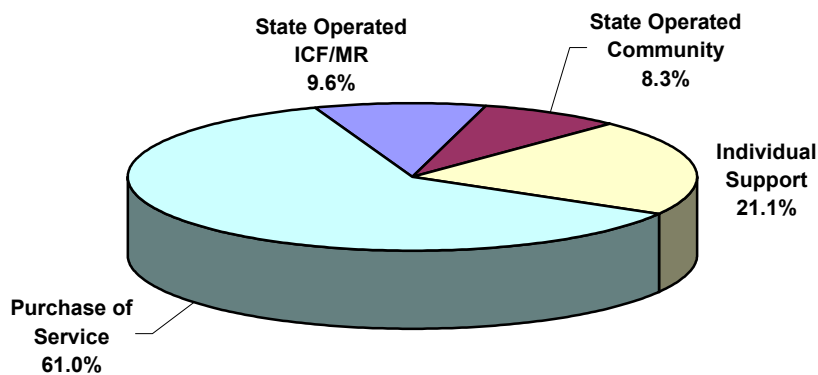
As part of its oversight responsibility for this waiver, federal CMS reviewers visited several community programs throughout the state in January, 2002. Special mention was made in their reports on the high level of care provided in these programs and on the quality assurance systems that DMR has in place to protect the health and safety of the adults served.

Waiting List Progress

DMR continued to reduce the number of individuals and families waiting for services. Each year since 1999, DMR has received funding that enabled it to fully serve the entire graduating class of Turning 22 students. In FY02, DMR handled a very large class of **547** individuals, who graduated out of the education system and turned 22 years of age. All were offered at least day, family support, or transportation services, and about 25 per cent of that class were offered residential services as well.

Efforts to address the Waiting List for services to older individuals across the state were addressed as part of the lawsuit entitled *Boulet v. Cellucci, et al.* In January 2001, as part of the settlement agreement, the Commonwealth unveiled the details of a five-year plan to eliminate the wait list for services to individuals with mental retardation throughout the state. The plan provides 2,225 individuals with mental retardation with residential placements and introduces many new support services. Under the terms outlined in the plan, the state will place between 375 and 400 individuals per year in community-based residences over the next five years. The plan also provides for additional support services such as respite care, transportation services, and recreational activities to assist these individuals and their families until they move to community residences.

Percentage of Individuals By Residential Support Type (As of June 30, 2002)



Over the last two fiscal years, DMR has moved forward with this plan, and achieved the goals set in the plan. In FY02, DMR again delivered on its promise to provide out-of-home placements for individuals on the waiting list:

- **375** individuals received an out-of-home placement
- **245** individuals were offered and received day supports
- more than **1,500** individuals were offered and received interim supports

Individuals in Nursing Facilities

In FY02, DMR kept pace with community placement targets in a case entitled *Rolland et al., v Cellucci et al.* This agreement provides a comprehensive plan to provide community-based care to hundreds of individuals with mental retardation or developmental disabilities currently residing in nursing facilities.

The goal of this initiative is to move hundreds of individuals with mental retardation and developmental disabilities who could be better served in community residential arrangements out of nursing facilities over a seven-year period. Community living provides more opportunities to interact with family and friends, and better access to work, recreation and community supports.



Commissioner Morrissey, (center), with members of the Monorom Family Support Program of Lowell who were honored at the State House on March 27th.

In FY02:

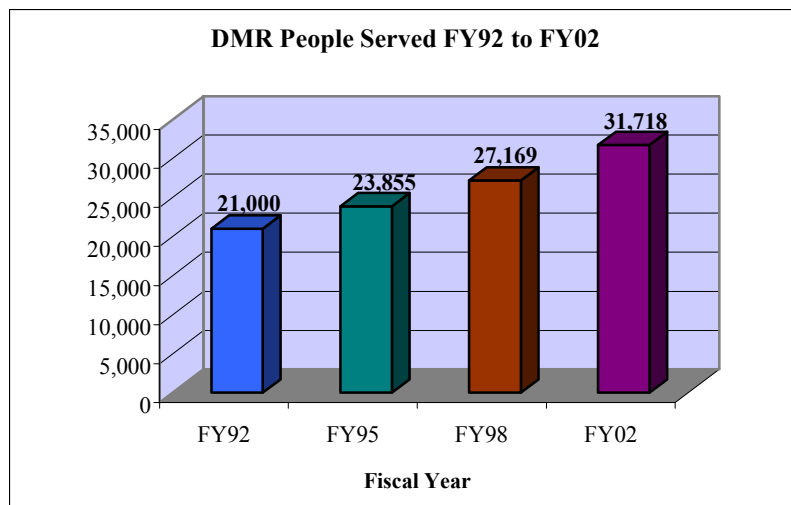
- **175** individuals who were living in nursing facilities moved to community residential placements.
- Specialized Services were arranged for more than **900** individuals who live in nursing facilities such that ongoing habilitation was being provided to address their needs.

The Department has also increased its efforts to prevent unnecessary admissions by offering supports to enable individuals to stay in a community setting.

Nursing Facility Grant

In the fall of 2001, DMR was awarded a \$770,000 grant from the U.S. Centers for Medicare and Medicaid Services (CMS) to transfer residents of Worcester area nursing facilities to community settings. “The Massachusetts Bridges to Community Project” is an interagency, cross

disability effort to effectuate system changes and improvements that will enable successful transitions. The project also identifies service gaps, barriers and challenges to these goals.

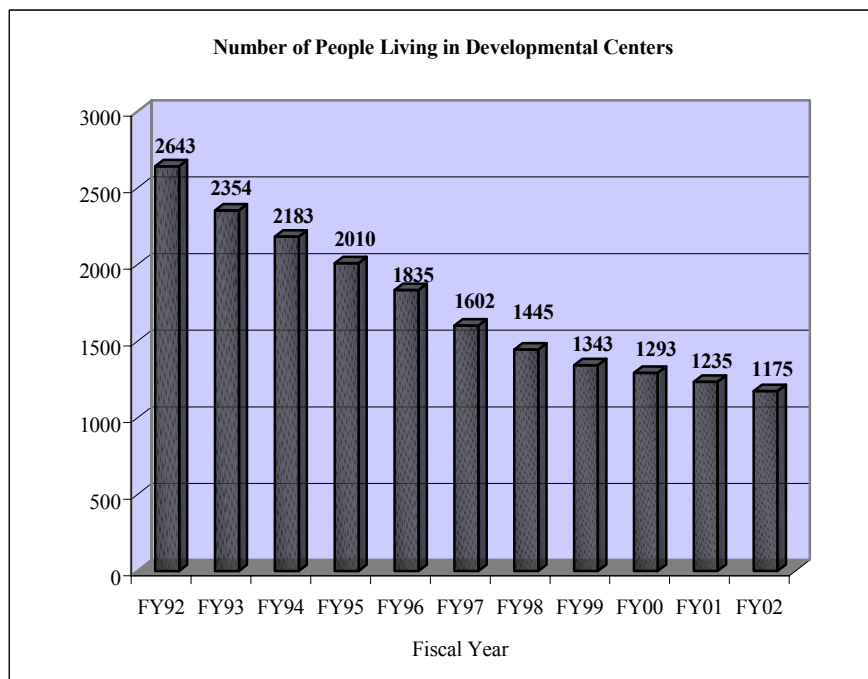


Members of the “Bridges” team work together with the individual, nursing facility staff, family members, provider agencies, and community leaders to ensure each transition is successful.

“The Massachusetts Bridges to Community Project” is an interagency collaboration of the Executive Office of Health and Human Services, Executive Office of Elder Affairs, the Division of Medical Assistance, the Massachusetts Rehabilitation Commission, the Department of Mental Health, the Department of Public Health, and DMR.

Consolidation and Maintaining Quality

In February, the Paul A. Dever Developmental Center in Taunton closed. This closure followed a careful initiative in the Southeast Region that placed the vast majority of former Dever residents into small community homes.



This facility closure and these placements were consistent with recent trends in Massachusetts and across the country. Since FY92, the state’s DMR facility population has declined from **2,643** to **1,175** in FY02, with most opting for community placement. The care and attention for these transfers was very high as was evidenced in independent satisfaction surveys from parents and loved ones once the moves were completed.

DMR currently operates six facilities, known as Developmental Centers. DMR management and staff maintain high levels of care and treatment at these facilities. For several consecutive years, all of these centers have maintained high standards on the federal Title XIX review programs that measure the appropriateness, quality, and effectiveness of the services provided, and FY02 was no exception.

In February, Central Office moved to new quarters at 500 Harrison Ave., Boston. The office completed the move efficiently and with minimal disruption of service. Also, three greater Boston offices, West Boston/Brookline, the Harbor Office, and Dorchester/Fuller, consolidated into one central Greater Boston Area Office in Hyde Park.

Strategic Plan

Progress continued on the development of a comprehensive Strategic Plan that will better manage future challenges for the agency. The new plan will establish a framework, set priorities, make practices across the system more uniform, and enhance communication among all constituencies.

Throughout the year, various workgroups met and reported on their areas of responsibilities. Informational forums for key constituencies were held across the state to update them on the strategic planning progress.

Once the Strategic Plan is completely implemented, individuals and families will have a clearer understanding of where they stand, more knowledge about available supports, and be assured that they are being treated with respect and fairness.

For specific information on the DMR Strategic Plan, workgroup summaries, and key questions, please visit the **About DMR** section of the DMR web site at <http://mass.gov/dmr>.

Workforce Development

Several years ago, DMR recognized the need to enhance the quality and the professionalism of its workforce in both the state and provider sectors. It established linkages with the University of Massachusetts and the Community College System to develop course concentrations to more adequately prepare people for human service careers. Several provider agencies have also formed partnerships with area colleges.



In FY02, 62 students graduated from the Direct Support Certification Programs at Community Colleges across the Commonwealth. The program consists of 21 college level credits in coursework of immediate value to the direct support worker. Courses are offered at Bristol Community College, Holyoke Community College, Middlesex Community College, and Northern Essex Community College.

DMR offers a Leadership Development Institute, a program that provides leadership and educational opportunities to participants who are committed to making a long-term impact on the lives of people with disabilities. Sixteen students this year joined nearly 100 people who have graduated from this institute over the past eight years. DMR also has a Service Coordinator Institute to prepare new staff and a Management Institute to help new managers develop supervisory skills and further enhance the skills of those already in management.

Nine DMR staff graduated from the DMR/AFSCME Career Advancement Licensed Practical Nursing Program. This was the third graduating class from this program that was developed in conjunction with the state's Human Resource Division, AFSCME Council 93, and the Departments of Mental Retardation and Mental Health.

Diversity

DMR continued its efforts to promote and bring more diversity to the agency. In addition to workforce recruitment and retention programs, DMR pursued numerous initiatives to reach out to multicultural communities.

DMR Senior Staff

Gerald J. Morrissey Jr.,
Commissioner

Mark Fridovich, Ph.D
Deputy Commissioner

Margaret Chow-Menzer
Assistant Commissioner
Systems Integration Management

Janet George, Ed.D.
Assistant Commissioner
Policy, Planning, and Children's Services

Roger Tremblay
Acting Assistant Commissioner
Management & Finance

Marianne Meacham
General Counsel

Gail Grossman
Assistant Commissioner
Quality Management

Larry Tummino
Assistant Commissioner
Field Operations

Regional Directors

Teresa O'Hare
Western Region

Diane Enochs
Central Region

Amanda Chalmers
Northeast Region

Richard O'Meara
Southeast Region

Gail Gillespie
Metro Region

DMR formed a Diversity Council to formulate strategies to more effectively promote diversity within the Department. In addition, managerial and professional staff formed, the Black, Latino, and the Asian/Pacific Islanders Professionals, to discuss common concerns and issues specific to their ethnicity.

DMR developed an agency diversity plan that respects and values the differences in race, culture, religion, age, sexual orientation, marital or parenting status, national origin, language, veteran status, economic background, or disability. *(A copy of the plan is available on the DMR website at www.mass.gov/dmr.)* DMR promotes and supports diversity through its hiring practices and through education and training to effect positive change in service delivery, policies, and practices. Despite early retirement programs and workforce reductions, the number of minority managers in the agency remained at 11.3 per cent of all DMR managers.



Commissioner Morrissey (l.), with State Sen. Dianne Wilkerson, (D-Boston), Dora Robinson, Executive Director of the Martin Luther King Center, winner of the Paulette Anjorin Community Service Award, Robert McCollum, DMR Springfield Area Office Director, Kola Anjorin, and Gerald Scott, DMR EEO Administrator, at the UYCP event at the State House.

DMR continues to maintain a positive relationship with purchasing goods and services from Minority & Women Business Enterprises (M/WBE's). The Department purchased \$56.9 million of services with M/WBE's, a \$7.4 million increase over the previous year.

The Urban Youth Collaborative Program celebrated its 10th year of success. Operating in 14 cities together with programs in the Central Region, this program places inner city youth in human service jobs providing support to people with developmental disabilities. UYCP has placed more than 1,200 students in summer jobs since it began in 1992. Over the last decade, a significant number of these students have gone on to full-time human service careers.

Significant strides and creative outreach programs continue to reach out to culturally diverse families to bring them into state services including the Cambodian communities in the Lowell/Lawrence area, the Latino communities of Merrimack Valley, the Portuguese communities in New Bedford, the Asian/American, Hispanic, Haitian, and African/American communities in the Metro Boston region. These initiatives enhance access for multicultural

DMR Statewide Advisory Council

Rita Fallon
Chairperson, Georgetown

Richard Krant
Vice Chairperson, Norwood

Polly Litchfield,
Secretary, Duxbury

Martin Adolphe
Hyde Park

Alminda Alexander
Springfield

Ron Asbjornson
Chelmsford

Gustav Christensen
Lexington

Robert W. P. Cutler, Jr.
Arlington

Jon Johnansen
Hyde Park

Wanda Grant-Knight, Ph.D.
Boston

Cynthia Levine
Grafton

Daniel Shannon
Plympton

Gary N. Siperstein, Ph.D.
Marblehead

Ralph Edwards
Director, Office of Citizen
Leadership

populations to DMR support services.

The Southeast Region established a Cultural Interpretation Center that provides translation services through this region.

Massachusetts Rates High in State of States

Massachusetts received very favorable ratings in the latest State of the States in Developmental Disabilities, a study of financing and programming trends in the United States. The ongoing study is compiled by David Braddock and Richard Hemp at the University of Colorado. The 2002 Study Summary is based upon data through fiscal year 2000.

Among key highlights were:

- Massachusetts scored high in persons living in community settings with six or fewer persons.
- Massachusetts exceeded national averages with a 31% increase in community placements between 1996 and 2000.
- During the 1996—2000 period, the number of people with MR/DD residing in nursing facilities in the United States declined by 11%, from 38,960 to 34,743. Massachusetts exceeded that rate, decreasing by 16%, from 1,777 to 1,499.
- Massachusetts continues to be one of the leaders in using the Federal Home and Community Based Services Waiver program and ranks 13th among all the states in federal waiver per capita spending. In addition, Massachusetts is among the top six states in total expenditures for HCBS Waiver programs.
- In supported employment, only six states, including Massachusetts (41%), reported 40% or more people in supported employment of all day program participants in the study. The national average was just 23%.

To obtain a copy of the State of the States in Developmental Disabilities, 2002 Study Summary, please go to their web site at:

<http://www.cusys.edu/ColemanInstitute/stateofthestates/home.htm>.

Conferences and Events

DMR hosted a series of public recognition events statewide to honor people, government agencies and businesses who have made a difference towards improving the lives of people with developmental disabilities and their families. These events increase public awareness and bring significant recognition to the contributions people with disabilities make to society.

On March 27th, DMR held its annual MR/DD Recognition Ceremony in the Great Hall of the State House. More than 300 people attended. Gil Santos, Sports Anchor for WBZ Radio and

<i>DMR Human Rights Advisory Council</i>			
Pat Freedman Boston, Chairperson	Suzanne Choumitsky Boston	Florence Finkel Sharon, <i>Emeritus</i>	Diane Porter Tewksbury
Bernadette Gomes Taunton, Vice Chairperson	Laurie Dupuis Springfield	Charles Hamad Belmont	Richard Santucci Lynn
Carol Tubman Braintree, Secretary	Rita Fallon Georgetown	Todd Kates Watertown	Tom Anzer Director of Office for Human Rights
Delma Boyce Boxborough	Janice Feldman Worcester	Joana Johnson-Smith Dorchester	

Voice of the Super Bowl Champion New England Patriots, served as the master of ceremonies for the event that honored 15 individuals and groups for their accomplishments.

Daniel Becker, a long-time parent and advocate, received this year's Gunnar Dybwad Leadership Award. The award, named in honor of the late Dr. Dybwad, honors individuals and groups who have made outstanding contributions to persons with mental retardation, their families and the field of developmental disabilities.

He served as president of the Greater Boston Arc and on its Governmental Affairs Committee. He is also an active member of Arc Massachusetts and one of the founders of Family to Family, a group that unites ArcMass, the DMR, Families Organizing for Change, and Citizen Advisory Boards to address common issues.



Dan Becker (l.), receives the Dybwad Award from Commissioner Morrissey

The event was the culmination of a series of events DMR hosts along with families, boards and other advocacy organizations to commemorate Mental Retardation/Developmental Disabilities month and the accomplishments of people with disabilities.

On June 4th, more than 1,000 people attended the 18th Annual DMR Human Rights Conference in Sturbridge. The theme for this year's conference was "A Life Like Any Other." Commissioner Morrissey dedicated the conference to the memory of Dr. Gunnar Dybwad.

The keynote speaker was Paul Young, Chair of the Council of Canadians with Disabilities. Young, a self-advocate, told his life story explaining the challenges he faced as he tried to lead a normal life. The Donald E. Leal Memorial Award For Excellence in Human Rights Advocacy was presented to Samuel Stoller, a resident of the Templeton Developmental Center.

As with previous human rights conferences the audience had an impressive number of self-advocates, DMR and provider staff, family members, board members, and others in attendance.

Appointments

The year saw several key appointments:

- Gail Grossman became Assistant Commissioner for Quality Management.
- Gail Gillespie was named Regional Director of the Metro Region.

<i>Governor's Commission on Mental Retardation</i>		
James T. Brett Boston, Chairperson	Cynthia Greene Roxbury	Robert Reidel Easthampton
Allen Crocker, MD Boston	Dafna Krouk-Gordon Dedham	Ruth Shir Waban
Florence Finkel Sharon	William McIlvane Waltham	Gary Siperstein, PhD Marblehead
Alfred Gray, Esq. Boston	Mary McTernan, PhD Lynnfield	Richard Vincent Falmouth
	John Nadworny, CFP Melrose	Barbara Mazella Administrator

During this past year, the MR Community lost three leaders and long-term advocacy pioneers: Dr. Gunnar Dybwad, Irwin Alterson, and Chuck Harrison.

Few in the MR Community accomplished as much, nor inspired as many as Dr. Dybwad. For more than 65 years, Gunnar was a visionary, a teacher and a scholar, a voice for change, a leader and an inspiration to thousands in the social movement that led to self-determination by people with developmental disabilities. Much of the supports and services society provides in the 21st Century exist because Gunnar advocated for change decades ago.

Irwin was dedicated to supporting the developmentally disabled and served with distinction as a local, regional, and Statewide Advisory Council member, and on the board of directors of Arc Massachusetts.

Chuck was a long-time advocate for individuals with mental retardation and their families. Together with his wife, Mary, he was an effective leader and advocate for more than 30 years.

DMR at a Glance

As of June 30, 2002

Total Budget for Department	\$968.5M
Number of employees (FTE's)	7,190.88
Number of people served	31,718
Number of people living in community residential programs	9,015
Number of people living in developmental centers	1,175
Number of people in supported employment programs	6,202
Number of families receiving family support	13,957
Number of providers contracting with DMR	257

2002 DMR Annual Report

Editor & Design: Gerald Ryan, Paul Procacinni, Kathy Phillips;
Photography: Colleen Perkins, Janet Roxborough

Commonwealth of Massachusetts Performance Recognition Program

Each year, the Commonwealth of Massachusetts recognizes state employees who have provided exemplary and outstanding service to the Commonwealth over the last year.

This year, DMR staff who were honored are:

2002 Manuel Carballo Governor's Award for Excellence in Public Service

Marcel Charpentier, Clinical Social Worker, Northeast Region

Performance Recognition Award Recipients

Central Office

Jeffery M. Weigold, EDP Systems Analyst III

Joseph G. Parslow, Senior Investigator

Amanda Chalmers, Regional Director

Western Region

Michael Naldrett, Acting Assistant Area Director; Daniel Lunden, Program Monitor;

& ThankGod Maduka, Program Monitor, Springfield Area Office

Kathleen Ekmalian, Clerk IV, Springfield Area Office

Linda Healy, MRW II, Commonwealth Community Services

Maureen P. Kirk, Program Coordinator, Regional Office

Joann Vye, Human Service Coordinator, Holyoke-Chicopee Area Office

Central Region

River Street State Op Staff

Sharon Brown, Program Manager

Susan Boucher, Program Coordinator

Susan J. Tracy, Human Service Coordinator, South Valley Area Office

Northeast Region

Beverly McGovern, Program Monitor, North Shore Area Office

Darryl S. LaCroix, Human Service Coordinator, Metro North Area Office

Ann Marie Carroll, Program Monitor, Lowell Area Office

Southeast Region

Cynthia F. Miller, Area Office Director, Plymouth

Barbara Manganiello, Residential Supervisor, Southeast Residential Services

Susan DoCanto, Director of Consumer Supports & Training, Southeast Residential Services

Metro Region

Anne F. Cormier-Kelley, Program Coordinator, Fernald Developmental Center

Amy N. Boone, Human Service Coordinator, Middlesex West Area Office

Lisa M. Beucier, Human Service Coordinator, Charles River West Area Office

Nancy Dumart, Assistant Area Director, Middlesex West Area Office

DMR was also one of several state agencies that received
the Governor's Special Achievement Award
for its work on the Managing for Results Initiative.

How to Contact the Department of Mental Retardation

500 Harrison Avenue, Boston, MA 02118
(617) 727-5608 or visit our website at: www.mass.gov/dmr

West Regional Office

1380 Main Street
Springfield, MA 01103
(413) 731-7742

Franklin/Hampshire

One Roundhouse Plaza
Northampton, MA 01060
(413) 586-4948

Berkshire

333 East Street
Pittsfield, MA 01201
(413) 447-7381

Holyoke/Chicopee

88 Front Street
Holyoke, MA 01040
(413) 535-1022

Springfield

436 Dwight Street
Springfield, MA 01103
(413) 784-1339

Westfield

125 N. Elm Street
Westfield, MA 01085
(413) 562-1599

Central Regional Office

Glavin Regional Center
214 Lake Street
Shrewsbury, MA 01545
(508) 845-9111

North Central

285 Central Street
Leominster, MA 01453
(508) 792-7490

South Valley*

79 North Street
Southbridge, MA 01550
(508) 764-5304

South Valley - Milford

Westview Mall
194 West Street, #9
Milford, MA 01757
(508) 792-7749

Worcester

40 Southbridge St.
Worcester, MA 01608
(508) 792-7545

Northeast Regional Office

Hogan Regional Center
Hathorne, MA 01937
(978) 774-5000

Lowell

325 Chelmsford Street
Lowell, MA 01851
(978) 970-0223

Merrimack

200 Main Street
Haverhill, MA 01830
(978) 521-9432

Metro North

27 Water Street
Wakefield, MA 01880
(781) 338-2300

North Shore

100 Cummings Center
Suite 150B
Beverly, MA 01915
(978) 927-2727

Southeast Regional Office

68 North Main Street
Carver, MA 02330
(508) 866-5000

Taunton/Attleboro

21 Spring Street
Taunton, MA 02780
(508) 824-0614

Brockton

500 Belmont Street
Brockton, MA 02401
(508) 427-5731

New Bedford

908 Purchase St.
New Bedford, MA 02740
(508) 992-1848

Fall River

305 Pleasant Street
Fall River, MA 02720
(508) 730-1209

Cape Cod/Islands

270 Communication Way
Hyannis, MA 02601
(508) 771-2595

Plymouth

61 Industrial Park Road
Plymouth, MA 02360
(508) 732-3100

Metro

Regional Office

Fernald Developmental Center
200 Trapelo Road
Waltham, MA 02452
(781) 894-3600, ext. 501

Central Middlesex

20 Academy Street
Arlington, MA 02174
(781) 646-5500

Charles River West

255 Elm Street
Somerville, MA 02144
(617) 623-5950

Greater Boston

65 Sprague Street
Hyde Park, MA 02136
(617) 360-2400

Middlesex/West

46 Park Street
Framingham, MA 01702
(508) 879-1111

Newton/South Norfolk

125 West Street
Walpole, MA 02081
(508) 668-3679

South Coastal

1221 Main Street
So. Weymouth, MA 02190
(781) 337-2165

Facilities

**Walter E. Fernald
Developmental Center**
Waltham, MA
(781) 894-3600

Irving A Glavin Regional Center

Shrewsbury, MA
(508) 845-9111

Hogan Regional Center

Hathorne, MA
(978) 774-5000

Monson

Developmental Center
Monson, MA
(413) 283-3411

Templeton

Developmental Center
Baldwinville, MA
(508) 792-7435

Wrentham

Developmental Center
Wrentham, MA
(508) 384-3114

* satellite office

Mission Statement

The Department of Mental Retardation is dedicated to creating, in partnership with others, innovative and genuine opportunities for individuals with mental retardation to participate fully and meaningfully in, and contribute to, their communities as valued members.

Guiding Principles

- Respect the dignity of each individual through vigorous promotion of the human and civil rights which, in part, strives to keep people free from abuse or neglect;
- Promote the capacity of people with mental retardation to exercise choice and to make meaningful decisions in their lives;
- Empower individuals and their families to speak out for themselves and others, initiate ideas, have choices and make decisions about supports, consistent with available resources;
- Enhance public awareness of the valuable roles persons with mental retardation assume in society through promotion of physical and social integration;
- Recognize that realizing one's potential takes courage, skills, and supports;
- Support the dignity of achievement that results from risk-taking and making informed choices, while recognizing that the Department's role in supporting consumers to minimize risk to themselves and ensuring that their choices do not infringe upon the rights of others;
- Recognize that services providing meaningful benefits to individuals require a commitment to ongoing monitoring and evolutionary change;
- Provide access to services through a single, local, and familiar setting;
- Assure that ethnic and cultural diversity of each individual and staff are valued and respected in the design and delivery of services;
- Ensure that services and resources are flexible, cost effective, allocated according to standards of fairness and equity, and provided in the least intrusive manner possible;
- Operate according to sound fiscal and management practices which lead to the responsible use of public funds;
- Operate with an appreciation for the responsibilities that come with public service.



Commonwealth of Massachusetts
Department of Mental Retardation
500 Harrison Avenue, Boston, MA 02118
www.mass.gov/dmr, www.dmr.state.ma.us,
(617) 727-5608